Pencester Surgery

Patient Participation Group Meeting

Tuesday 6th September 2022

Those present: Julie Hooper [Practice Manager], Michele Goodwin [Reception Supervisor], Mike West [Chairman], Geraldine Butchers and Georgette Rapley.

* Matters arising from previous minutes. The minutes of the previous meeting were read and agreed.
* Patient Survey 2022. Mike has produced the survey to be used this year. All members in agreement that no changes need to be made. It has been condensed to one page so making it easier to complete. Members of the PPG will help distribute the survey during the up and coming flu clinics. The dates are as follows:

Monday 26th September 2022

Thursday 29th September 2022

Monday 3rd October 2022

* Hospital admissions. A discussion took place about the very long and unacceptable waiting times in A&E departments to be admitted to hospital. With demand for hospital treatment outstripping capacity the demands for delivering care have led to longer waiting times for patients.
* News article ‘Widow asked to film body on zoom to certify husband’s death.’

The widow was asked to do this as the GP would not visit. Obviously, everyone in agreement that this is an appalling situation.

* Abusive patients. Members of the PPG were updated on the increase in violent and aggressive patients. As a practice, we operate a ‘zero tolerance’ policy and after one warning these patients are now being removed from our list.
* New cleaner. The practice now has a new cleaner who is doing a fantastic job. The National Standards of Healthcare Cleanliness com into effect in November where GP practices will be given a star rating on cleanliness.
* Telephone demand. The pressure on the telephone system and those answering the calls has not eased at all. Demand increased significantly, as we came out of the pandemic and it has not settled down at all.
* Appointments for the nurse prescribers. Members of the PPG were not aware that the first four appointments for the nurse prescribers are pre-bookable on a daily basis. We started this as the nurses begin their surgeries at 8am and if the first appointments are not prebooked then they would probably be wasted. It was discussed and suggested that we should make this information clearer to patients.
* Receptionists answering the telephone. Not all receptionist say their name when answering the telephone. It was discussed that clear identification of each receptionist would be a benefit. However, we have had numerous incidents in the past on facebook where reception staff have been named so this is not a policy that the practice insists on.

**Next meeting Tuesday 6TH December 2022 at 2.30PM.**